



Press Distribution Charter

Quarterly Report April to June 2025

Executive summary

In the period April to June 2025, we saw only four completed Stage 1 complaint forms processed with eight breaches to PDC standards.

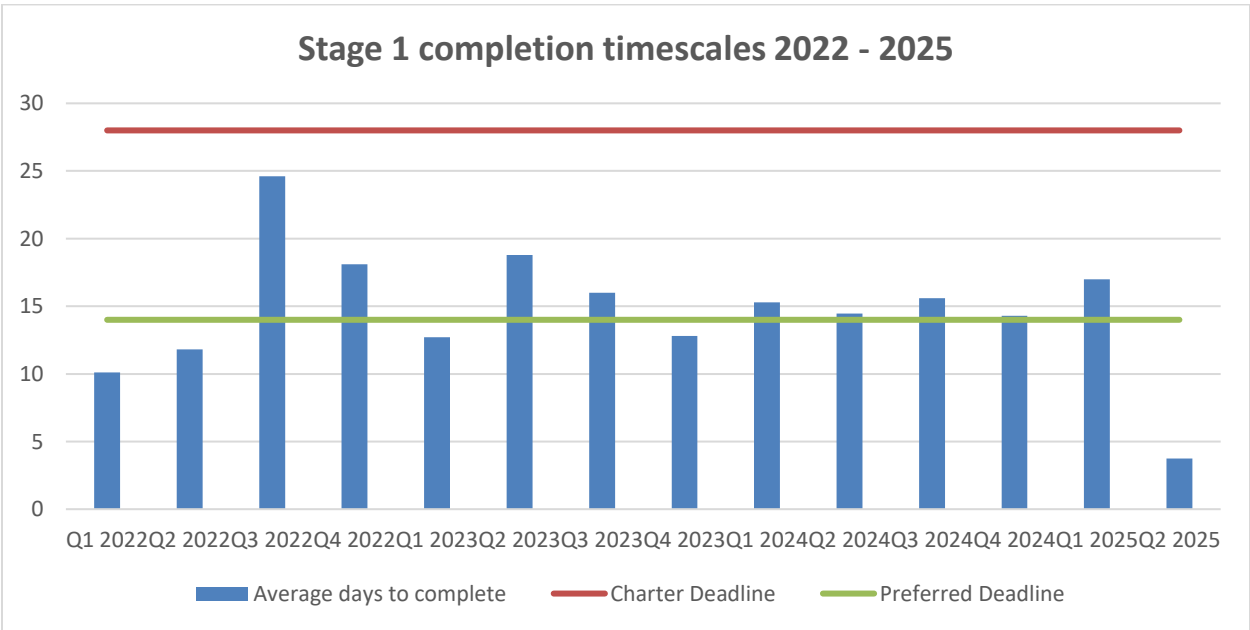
In the period no complaints were escalated to Stage 2 Arbitration.

	Q2 2024	Q2 2025
Number of completed Stage 2 forms	20	4
Number of Stage 2 Breaches	22	8
Number of complaints escalated to Stage 3	1	0

The complaints originated from four wholesale houses compared with fourteen in the corresponding 2024 period. There were no complaints made against NMA or PPA.

All Stage 1 complaints were completed inside of the preferred 14-day timescale.

The time taken to resolve Stage 1 complaints remains a focus for the PDRP and the table below shows that the average time to conclude a complaint is well within 28-day deadline.



Wholesalers continue to provide statistics on all complaints received prior to any escalation to Stage 1.

Total informal complaints received pre-Stage 1 January - June 2023 - 2025

	2023						
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Total
InPost Newstrade	100	151	173	173	204	199	1000
News UK	5	3	1	1	8	9	27
Smiths News	349	307	574	574	331	312	2447
Total	454	461	748	748	543	520	3474

	2024						
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Total
InPost Newstrade	195	198	191	191	268	258	1301
Smiths News	681	722	745	745	513	450	3856
Total	876	920	936	936	781	708	5157

YoY	93.0%	99.6%	25.1%	25.1%	43.8%	36.2%	48.4%
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	2025						
Wholesaler	Jan	Feb	Mar	Apr	May	Jun	Total
InPost Newstrade	348	230	328	237	152	138	1433
Smiths News	486	360	360	290	307	274	2077
Total	834	590	688	527	459	412	3510

YoY	-4.8%	-35.9%	-26.5%	-43.7%	-41.2%	-41.8%	-31.9%
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The year-to-date data shows a significant decrease in pre-Stage 1 complaints Vs 2024. The PDRP remains focused on tracking pre-Stage one complaints, understanding the root causes and remedial actions been undertaken by the wholesalers.

The next section of this report shows summary data for breaches by standard, association, and timeliness. Detailed information by wholesale location is included in Appendix 1.

Summary Data

1. In period breaches by Standard

Totals	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Apr - Jun 25	0	1	2	2	0	3	0	0	0	0	8
Apr - Jun 24	0	6	4	6	1	0	4	0	1	0	22
Difference + / -	0	-5	-2	-4	-1	3	-4	0	-1	0	-14

2. In period breaches by Association.

Association	Standard										
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply Management	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	Total
Apr - Jun 25											
InPost Newstrade	0	1	0	0	0	0	0	0	0	0	1
News UK/DTR	0	0	0	0	0	0	0	0	0	0	0
Smiths News	0	0	2	2	0	3	0	0	0	0	7
NMA	0	0	0	0	0	0	0	0	0	0	0
PPA	0	0	0	0	0	0	0	0	0	0	0
Total	0	1	2	2	0	3	0	0	0	0	8
Apr - Jun 24											
InPost Newstrade	0	4	4	2	0	0	2	0	1	0	13
News UK/DTR	0	0	0	0	0	0	0	0	0	0	0
Smiths News	0	2	0	4	1	0	2	0	0	0	9
NMA	0	0	0	0	0	0	0	0	0	0	0
PPA	0	0	0	0	0	0	0	0	0	0	0
Total	0	6	4	6	1	0	4	0	1	0	22

3. Timeliness of Stage 1

Apr - Jun 2025

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
InPost Newstrade	1	0	1
Smiths News	7	0	4.7

Apr - Jun 2024

Wholesaler/Publisher	Number of Complaints	Not completed in 28 days	Average time for completion (days)
InPost Newstrade	13	1	11.6
Smiths News	9	1	17.9

Appendix 1

Breaches by branch April – June 2025

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Crawley				1	1	1					3
Edinburgh		1									1
Hammersmith						1					1
Hornsey				1	1	1					3
Total	0	1	0	2	2	3	0	0	0	0	8

Breaches by branch April – June 2024

Wholesale Location	Standard										Total
	Terms & Conditions	Delivery Timeliness	Delivery Quality	Order & Supply	Returns Management	Invoicing	Voucher Processing	Sub-retailing	Customer Service	Carriage Charges	
Bow		1									1
Chester		1							1		2
Hammersmith				1							1
Horsey		1									1
Hull			1	1							2
Newcastle				2			1				3
Newport		1									1
Ryde							2				2
SEL			2	1							3
Shotts		1									1
Stockport				1			1				2
Stockton			1								1
Wakefield		1									1
Wednesbury					1						1
Total	0	6	4	6	1	0	4	0	1	0	22